INPUT®

Atrium at Glenpointe, 400 Frank W. Burr Blvd., Teaneck, NJ 07666 (201) 801-0050
Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/23/93

Confidential: Y / N
Urgent: Y / N

To: Name: Marcia Young

Tel./Location: 212-546-3238

Co.: Bristol Meyers Squibb

Page: 1 of 4

Fax No: 212-546-4020

File: Chron
Contact
Other:

From: Jamie Barnett

Subject: Confirmation NTT Visit for 2/25/93

ADM 341/05 1/92

INPUT

Atrium at Glenpointe, 400 Frank W. Burr Blvd., Teaneck, NJ 07666 Tel. (201) 801-0050
Fax (201) 801-0441

February 23, 1993

Ms. Maria Young
Bristol-Meyers Squibb
3rd Floor
345 Park Avenue
New York, NY

Via Fax: 212-546-4020

Dear Ms. Young:

This will confirm the meeting that has been set up between your company and NTT on Thursday, February 25 at 12:30 PM. They will be accompanied by John McGann, Principal Consultant, of INPUT on this visit.

Attached is a list of topics of interest to NTT. NTT does not intend to receive any information which you regard as proprietary.

Thank you very much for what we hope will be a mutually beneficial meeting.

Sincerely,

Joanne E. Ponnwitz
Associate Consultant

a:cust5:NT1VISIT

VISIT TOPIC GUIDE: USERS

Background

- Focus of visit will be on both
  - Multimedia
  - IEM (Defined as messages or other information that originates in one media and is transformed or combined onto another media. Examples:
    - -- Voice message with data
    - -- Data + images
- **Note**: No proprietary information is desired
- Companies visited may not be able to respond to all points
- NTT will provide an overview on
  - Its products and services
  - Situation in Japan

Issues

- Current products/services used
  - Description and rationale for products/services now used
  - Types of documents/messages transported
  - Needs that have been identified
  - Applications: Types and size now used; potential applications
  - Hardware/software environment
- Demonstration (if applicable)
- Future requirements
- Barriers to internal acceptance
- Impact on other internal applications/systems
- Assessment of vendor/carrier offerings
- Discussion on similarities and differences in U.S. and Japanese environments

****
*** ACTIVITY REPORT ***
****

TRANSMISSION OK

TX/RX NO.	1990
CONNECTION TEL	12125464020
CONNECTION ID	
START TIME	02/23 12:29
USAGE TIME	01'25
PAGES	4
RESULT	OK

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1280 Villa Street, Mountain View, CA 94041 (415) 961-3300
Fax (415) 961-3966

FAX TRANSMITTAL FORM

Date: Feb. 18 '93

Confidential: Y/N
Urgent: Y/N

To: Name: Joanne Ponnwitz

Tel./Location:

Co.:

Page: 1 of 5

Fax No:

File: Chron
Contact
Other:

From: Torrey

Subject: Interview Format; Instance Thereof

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FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: Y / N
Urgent: Y / N

To: Name: Mr. Tanbara NTT

Tel./Location: 617-426-2000 Rm. 603

Co.: ~~Pl~~ Park Plaza Hotel

Page: 1 of 4

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Ponnowitz

Subject: Otel visit report.

this is the interview as written by Torrey Byles.

Interview

Company Name: Octel
Location: Milpitas, CA
Date of Interview: February 17, 1993

Company Personnel Attending
Name: Joe Sigrist
Title: Manager, Investor Relations
Telephone Number: 408-321-6571

Name: Bret Sewell
Title: General Manager, Octel Asia Pacific
Telephone Number: 408-321-6210

Product/Market/Technology: voice mail, voice processing turnkey systems

Key Points of Interview (narrative):

Mr. Sigrist gave the presentation to our delegation.

Octel's mission is twofold: (1) improve communication (2) provide access to information. Originally (when the company was founded in 1982) the mission was just improve communication, and the only product was voice mail systems for large companies. Now Octel is linking its voice mail systems to computer data bases and this is allowing users to retrieve data in addition to voice messages.

Octel sells voice mail and voice processing systems to large corporations and telephone companies. At present, 60% of their sales are with the corporations, 40% with the telephone companies. The telephone company segment is increasing, especially with sales to overseas telephone companies and PTTs.

Telephone companies use Octel systems to be a platform from which they offer services to their customers. Telephone companies are primarily offering voice mail, not some of the more advanced applications that some of Octel's systems support (such as fax-on-demand services and other information access services).

With the introduction of the PowerCall product in mid-1991, Octel moved beyond just providing voice messaging products and started offering users the ability to access and manage fax and data messaging. Traditionally, Octel's voice products handled such applications as: voice mail, telephone answering, automated attendant, and information center. PowerCall adds two new messaging types:

(1) *IMAGE*, which includes the applications of fax on demand (the user, through a push-button telephone, can request information to be faxed to him or her), fax store and forward (where the user can have faxes that have been sent to him or her stored in mail box to be later routed to a specific fax machine for output), fax broadcast (multiple transmissions for a single fax) and fax overflow (to keep all faxes in memory until printed out);

(2) *DATA*, which includes interactive voice response (where the user, through a push button phone, retrieves data from a computer data base) and E-mail notification (where the user, when checking his or her voice mail box, will be told that he or she has E-mail waiting in his or her E-mail box).

We discussed the architecture of Octel's Sierra product which is the most advanced product that supports PowerCall. A sketch of the basic architecture is shown below.

While Octel is moving into the data and image side of messaging, they are moving according to what their customers want and what the general marketplace wants. They are not offering text-to-voice technologies and they are not offering image-to-text technologies. They are aware of some companies who are developing these advanced technologies but they do not have any relationships with them. They did not have a strategy to develop these technologies. Most importantly, as Mr. Sigrist pointed out, text-to-speech and image-to-text technologies would probably not be valuable features in a product.

Mr. Sigrist pointed out that E-mail notification in a voice mail box makes sense to have. But to have the capability where the system (using text to speech technology) "reads" your E-mail to you over the phone does not make sense. A long E-mail message will take too long to read over the phone. People will not want to do this. Or, if the E-mail message included charts or spreadsheets, the reading of them wouldn't make sense. Only short E-mail messages would be valid candidates for being read. But if people wanted to leave short messages, they would simply leave short VOICE mail messages, not E-mail. So, Mr. Sigrist stated that Octel's strategy is to only provide E-mail notification services and not text-to-voice services. A typical E-mail notification might sound like: "you have five E-mail messages waiting for you."

Octel has only sold "a handful" of its PowerCall product (after 18 months on the market).

Octel pointed out that one of the problems that they have encountered in selling the new PowerCall/Sierra product is that the product bridges two distinctive departmental groups inside organizations: (1) the telecommunications department (in charge of the phones) and the (2) management information systems department (in charge of the computers). Each group is focused on its particular speciality. Neither one by itself can make a decision to buy on a product such as Octel's. Mr. Sigrist said that this situation is beginning to change as many large companies are merging their respective telecommunication and MIS departments into a single division.

Octel is open to alliances. They see alliances as giving them (1) greater distribution channels for their products (2) access to new technologies.

Octel has made two acquisitions in the last 12 months. One is the company Tigon, which is a voice mail service bureau that Octel purchased from Ameritech (the Chicago-based RBOC). The other is a small PC software company called Compass, that builds voice mail/processing systems that run on MS-DOS PC computers and can connect to a LAN. With Tigon, Octel is aiming to get more into the service business. With Compass, Octel wants to get into the small business voice processing market. (As stated earlier, Octel's business is principally with large corporations and telephone companies.)

All of Octel's products use proprietary hardware platforms that are designed and manufactured by Octel. Mr. Sigrist said that the typical computer platform (even Tandem, Stratus and other real time, fault tolerant systems) do not have the operating characteristics necessary to process voice data sets. Octel uses standard

Intel and Texas Instruments semiconductors. A lot of the semiconductors are digital-signal processors and analog-digital converters.

Because all hardware is proprietary, Octel is not using OSI or other standard message formats (such as X.400, MHS, etc.). It is asking itself the question of how to move into standardized environments. It doesn't want to become a Wang computer, where the proprietary nature of its platform eventually undermined its market.

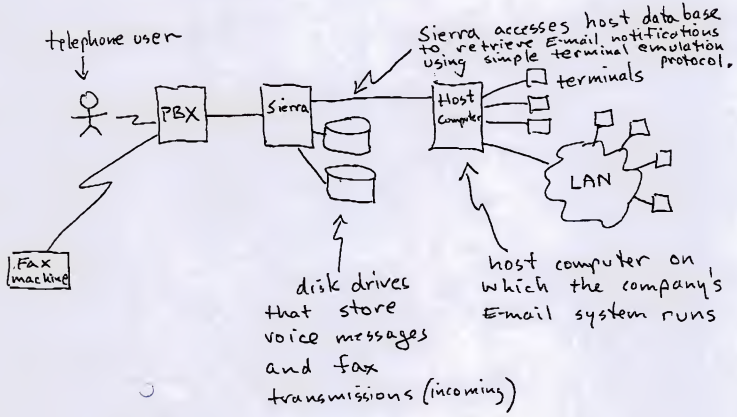
Where standards may first become incorporated into Octel products are: in accessing client-server data bases on networks (using SQL to access Informix or Oracle data bases) and to send short messages to cellular phone users who are accessing an Octel voice/data system (here the operative standard is the SS7 standard).

Mr. Sigrist agreed that in the future it makes sense that an integrated messaging platform should come into existence. It is more convenient for users, because all messages can be found in one system. It would be more convenient for the personnel responsible for managing/administering the system as well.

Interview Handouts: yes, attached

Prepared by: Torrey Byles, Sr. Consultant, INPUT

Octel's Sierra Product Architecture



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FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: (Y)/ N
Urgent: (Y)/ N

To: Name: Mark Calandrea

Tel./Location: 212-623-3249

Co.: Chemical Bank

Page: 1 of 3

Fax No: 212-623-1797

File: Chron
Contact
Other:

From: Joanne Pomante

Subject: Topic Guide for NTT visit

Here is the list of subjects please call me Monday if you have any questions or could fit our group of 3 people in Wednesday morning for 1-1/2 hours.

Thank you for your attention.

Joanne Pomante

ADM 341/05 1/92

NTT Visit Information

Date and Time:

Company Name:

Meeting Address:

Contact Person:

Telephone Number:

NTT Accompanied By:

(Driving Directions Attached)

(Additional Information Attached)

digital™

Digital Equipment Corporation
153 Taylor Street
Littleton, MA 01460-1407
Fax: (508)952-3023 or DTN 227-3023
Contact: (508)952-3022 or DTN 227-3022

FAX TRANSMISSION

TO:

FAX NUMBER: 201 801-0441

Name: JOANNE PONNWITZ

Location:

Telephone Number:

Date: 2-18-93

Pages to follow: -1-

FROM:

Name: CLAIRE WHEELER

Mail Stop: TAY2-1/B16

Telephone Number: (508)952-3901 or DTN 227-

Comments: DIRECTIONS TO DIGITAL'S TAY2 FACILITY PER YOUR REQUEST.

CC:

Directions to Digital Equipment Corporation
TAY2 Facility
153 Taylor Street
Littleton, MA 01460

From Logan Airport:

Follow signs to Boston through Sumner Tunnel/$1.00 toll

At end of tunnel, take second right onto Route 93N

Continue on Route 93N for approximately 15 miles to Route 495S

Travel approximately 10 miles on Route 495S to Exit 29, Route 2W

Stay in far right lane on Route 2 and exit immediately onto
"Taylor Street, Littleton/Boxboro"

** Bear right at top of ramp, go back over Route 2

Digital is approximately 1/4 mile on right

TAY2 is second building at bottom of hill

From Cambridge:

Follow Memorial Drive west to Route 2W

Continue on Route 2W for approximately 25 miles to Exit39
"Taylor Street, Littleton/Boxboro"
(next exit after Route 495)

** Follow directions above

clw
2/18/93

NTT Visit Information

Date and Time:

Company Name:

Meeting Address:

Contact Person:

Telephone Number:

NTT Accompanied By:

(Driving Directions Attached)

(Additional Information Attached)

NTT Visit Information

Date and Time:

Company Name:

Meeting Address:

Contact Person:

Telephone Number:

NTT Accompanied By:

(Driving Directions Attached)

(Additional Information Attached)

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FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: Y/N
Urgent: Y/N

To: Name: Tom O'Flaherty (Guest)

Tel./Location: 813-367-7837

Co.: All Suites Motel

Page: 1 of 2

Fax No: 813-367-6973

File: Chron
Contact
Other:

From: Jeanne Ponnuru

Subject: NTT visit

I have arranged an appointment for NTT on 2/25/93 at 12:30 to attend a conference they are holding with meeting held after the conference to ~~[illegible]~~ answer questions and discuss other items. On 1 the company is Bristol-Myers Squibb.

I am advising NTT in Boston and Mr. Kanenaki. I am still working on an appointment at Chemical Bank on Wed.

cc Denny Wayson

ADM 341/05 1/92

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FAX TRANSMITTAL FORM

Date: 2/25/93

Confidential: (Y) N
Urgent: (Y) N

To: Name: Mr. Kanemaki

Tel./Location: 415-940-1414

Co.: NTT

Page: 1 of 2

Fax No: 415-940-1375

File: Chron
Contact
Other:

From: Joanne Pomante

Subject: NTT visits

I have arranged a meeting with Bristol-Meyers Squibb for Mr. Tanbara and Mr. Masuda for Thursday, 12:30, 2/25/93. They will attend a conference being held, then meet with Marie Young to answer specific questions.

I am still working on a meeting with Chemical Bank for Wednesday.

ADM 341/05 1/92

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FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: (Y) N
Urgent: (Y) / N

To: Name: Mr. Masao Tanbara Rm 603

Tel./Location: 617-426-2000

Co.: Park Plaza Hotel

Page: 1 of 2

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Pomeroy

Subject: status of visits planned.

Meeting arranged with Bristol-Meyers Squibb in New York City for 2/25/93 at 12:30 PM. You will attend their conference on networking then meet with Marie Young to answer specific questions.

I am still working on Chemical Bank meeting for Wednesday.

I will advise you of any changes on tuesday.

In many of these companies, the product marketing people are very happy to talk with us. When they learn that an international company would like to talk to them - they feel that the international part of their firm should be involved in the meeting and they must receive clearance from the Japanese office. This happened with Picturetel and David Sarnoff Labs.

To: Masao Tanbara
From: Joanne Ponnwitz

John McGann will meet you in the lobby monday approximately 10:30 for your first appointment at Boston Technology. You have a DEC meeting at 5:00 on monday.

Other companies:

Picture tel - they are all out of the country for an international distributors meeting. They suggest you call their Tokoyo office to arrange a meeting, Ken Nagasawa is the director of sales there.

Lotus - they can not even examine our requested meeting topics until tuesday morning. They will call me with their decision at that time.

Chemical Bank - Trying to arrange a meeting for wednesday morning, director of planning will try to fit us in his schedule.

Bristol-Myers Squibb - not able to reach coordinator.

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: Y/N
Urgent: Y/N

To: Name: Masao Tanbara Rm #603

Tel./Location: 617-426-2000

Co.: NTT group - Plaza Park Hotel

Page: 1 of 3

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Pomeranz

Subject:

status as of end of day friday

cc. R. Dennis Wayon (INPUT CA)
Mr. Konemaki (NTT CA)
fax 415-940-1375
phone 415-940-1414

ADM 341/05 1/92

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: (Y) / N
Urgent: (Y) / N

To: Name: Mr. Kanemaki

Tel./Location: 415-940-1414

Co.: NTT

Page: 1 of 2

Fax No: 415-940-1375

File: Chron
Contact
Other:

From: Joanne Ponaiuto

Subject: Lotus Dev. visit planned

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: Y / N
Urgent: Y / N

To: Name: T. O'Flaherty (Guest)

Tel./Location: 813-367-7837

Co.:

Page: 1 of 2

Fax No: 813-367-6973

File: Chron
Contact
Other:

From: J Bornmann

Subject:

Lotus visit planned

Call me for any questions
201-638-7534 after 8pm.

cc. Denny Wayson.

ADM 341/05 1/92

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/22/93

Confidential: (Y) / N
Urgent: (Y) / N

To: Name: Mr. Masao Tanbara Rm. 603

Tel./Location: 617-426-2000

Co.: Park Plaza Hotel

Page: 1 of 2

Fax No: 617-426-8545

File: Chron
Contact
Other:

From: Joanne Pomeroy

Subject: Lotus visit planned

AOM 341/05 1/92

NTT Visit Information

Date and Time: 2/23/93
8:45 AM

Company Name: Lotus Development

Meeting Address: 55 Cambridge Parkway
Cambridge, MA

Contact Person: Nancy LANG
Michael Kirschenbaum

Telephone Number: 617-693-5494

NTT Accompanied By:
John McGann

(Driving Directions Attached)

(Additional Information Attached)
connected to Royal Sonesta Hotel
across from Galleria Mall

```
****************************
***   ACTIVITY REPORT   ***
****************************
```

TRANSMISSION OK

TX/RX NO.	1975
CONNECTION TEL	16174265545
CONNECTION ID	PARK PLAZA HOTEL
START TIME	02/22 17:14
USAGE TIME	00'46
PAGES	2
RESULT	OK

```
***************************
***   ACTIVITY REPORT   ***
***************************
```

TRANSMISSION OK

TX/RX NO.	1974
CONNECTION TEL	14159401375
CONNECTION ID	
START TIME	02/22 17:12
USAGE TIME	01'16
PAGES	2
RESULT	OK

```
***************************
***   ACTIVITY REPORT   ***
***************************
```

TRANSMISSION OK

TX/RX NO.	1973
CONNECTION TEL	18133676973
CONNECTION ID	
START TIME	02/22 17:10
USAGE TIME	01'10
PAGES	2
RESULT	OK

Directions to Parker St. in Maynard, MA

Take the Mass Pike W to Rte. 128/95 N to Rte. 117 W (FOLLOW SIGNS TO 117 - this gets a little tricky). Follow 117 approximately 15 miles to intersection (lights) of Rte. 27. Take a left at light. Digital is on your right hand side 1/4 of a mile from lights. PKO3 is on your left hand side once you turn into parking lot from 27.

****
*** ACTIVITY REPORT ***
****

TRANSMISSION OK

TX/RX NO.	1923
CONNECTION TEL	16174265545
CONNECTION ID	PARK PLAZA HOTEL
START TIME	02/19 16:31
USAGE TIME	01'27
PAGES	3
RESULT	OK

510-254-1794
Denny

Dave Denny copy too

415 940-1375 fax
415 940-1414

Ritsuko to NTT at hotel
Kawamaki NTT

801 0441

2/17/93

Joanne, Tom

628-7534

Here's where we are:

There are firm appointments on Monday (2/22) at Boston Technology and DEC (see enclosed sheets). I have requested, but do not currently have driving instructions for either. I will send them if they come in tonight. Bos Tech attached

I have calls in, but have not confirmed anything with the following people, each if whom you might contact Thur. if TOF needs more on-sites in Boston:

PictureTel Ron Judd, International Group, 508-762-5367 2/18 lm vm
2/18 Vanity Gonzalez 3/17 lm vm — Wang, Hubbard 508-967-5381 ← Susan Howard, PR, was the original contact 2/18 lm vm
Lotus Dev. Nancy Lang, Corp. Briefings, 617-693-8202 2/18 lm vm
talk to Prof. possible need more time Finnerty 617-693 8939 fax

Also, I'm waiting for a confirmation from David Sarnoff labs in Princeton. If I don't get it today you should call:

Dr. Bernie Hershinoff, Dir of Mkt for the Pacific Rim
609-734-2274
His Sec. is Jane Lewis Hull. 609-734-2992 fax

Also working "suspects": 546 4000
needs titles
Marie Young, Bristol-Myers Squibb 212-546-3238 2/18 lm vm.
Stan Anderson, Chemical Bank 212-623-3147 2/18 out ask Art Smith trying to arrange w/ Ross 212-507-4399 fax 212-623 3035
VP Force Empl.
212 546-4020 fax David Ross VP

Good luck!

Possible NY area visits
2/23 PM

Rich

2/24 All day

Dr. Hershinoff - surprised that they are calling them. Says has office at NTT in Tokyo - doesn't want to put these people into this unless Tokyo has cleared, they are contractors for NTT Data - must decline for now.

12:30 345 Park Ave. between 51st + 52nd
3rd Floor

Marie.
B.S. Squibb Young
Thurs 25th

PHONE MEMO

TO: JP

FROM: Youb Ames

OF: PictureTel

DATE: 2/18

TIME: 4:15 AM / PM

AREA CODE: 508 -

NO.: 762-5375

EXT.: 508-762-5244

MESSAGE: RE: yr req. for assistance to Judd (out of country)

SIGNED:

PHONED ☐ CALL BACK ☐ RETURNED CALL ☐ WANTS TO SEE YOU ☐ WILL CALL AGAIN ☐ WAS IN ☐ URGENT ☐

NTT visit status 2/18/93

Lotus - Woman who coordinates visit is out today - to persue on friday again (reschedule thurs)

Picturetel - Ron Judd out of the country until mid-March, contacted Public Relations ~~at~~ and admin asst to find another contact for tuesday.

Bristol-Myers Squibb - coordinator is out of office, left voicemail

Chemical Bank - main contact out sick, will call his supervisor if not in on friday. Coordinator is trying to find a backup person.

Digital Equip. - confirmed for monday 5:00

Boston Technology - confirmed for monday 12:00.

David Sarnoff Labs - Dr. Hershkoff returned my call - very upset that we are trying to talk to them without clearing the visit with their office at NTT Data in Tokoyo. They are already a contractor for NTT and will not spend any time discussing ~~as~~ a new project without the knowledge of this project in the Tokoyo office. Very upset that Tokoyo knew nothing about the visit

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FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: Y / N
Urgent: (Y) N

To: Name: Masao Tanbara Rm#603

Tel./Location: 617-426-2000

Co.: NTT group

Page: 1 of 3

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Ponnwitz

Subject:

reply to your fax

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/22/93 Hold for

To: Name: Denny Wagon

Tel./Location:

Co.:

Fax No: 510-253-0643

From: Jeanne Bennett

Subject:

Confidential: Y / N
Urgent: Y / N

Page: 1 of 4

File: Chron
Contact
Other:

Here's the fax from Mr. Tanbara and my reply as Tom & I discussed.

ADM 341/05 1/92

Please FAX to NJ

-201-801-0441 (FAX)

Room# 603
MASAO TAMBARA

To: Mr. Tom O'ELAHERTY (or Ms. Joanne Ponwitz)
Tel: (201) 801-0050
From: Masao TANBARA (8:30 Feb.19)
at BOSTON PARK PLAZA HOTEL Tel 617-426-2000 Room# 603
Fax 617-426-5545
Subject: Questions of your fax for Feb.18 (17:48)

1. I received your fax at the hotel at 22:00 yesterday night.
2. I phoned INPUT NJ office at once, but no one answered (only machine)
3. I don't know how do I do today. How do I do? (I am waiting in my room.)
4. How about J.P. Morgan is? not able to arrange schedule problem
5. When can we confirm the schedule of Lotus & Picturetel by?
6. Please tell me about David Sarnoff Labs. straight to the point.
7. If we cannot take apointments without DEC & Boston Tech., what will you be able to do? I will be blamed my boss for unnecessary New York stay and two-seventh of hit rate in the east coast.

Please answer #3 to #7 by fax.
But, #3 is so urgent that you have to call me right now.

If Tom is in Mountain View, please forward this fax to CA.

Masao Tambara

2/19/93

CC

To: Masao Tanbara
From: Joanne Ponnwitz

1. Did you receive the fax from the Octel visit from Torrey Byles of our CA office? Please advise so that I may send you another copy if necessary.

2. We have no appointments set in Boston for friday. I will not be meeting you in Boston today. John McGann will meet you monday morning at your hotel.

3. (your #4) We were not able to arrange a meeting with JP Morgan due to a schedule conflict.

4. (#5) I am trying to arrange Lotus and Picturtel at this time. Lotus believes that it is unlikely that they can schedule a meeting at this time. They are trying for thursday. We are working on another person at Picturetel - original contact out of country until mid-March.

5. (#6) Sarnoff Labs has a consulting arrangement with NTT Data in Tokoyo. All discussions and other contacts must ~~be~~ be arranged through the people in Tokoyo. They feel that it would be a waste of time to talk to anyone else without arranging meeting through the Tokoyo office.

6. (#7) ~~Unrel~~ We are trying our best to arrange meetings with the companies that you want to visit. We are having many ~~sched~~ scheduling problems and the problem with Sarnoff Labs makes everything difficut. Many companies have relationships with NTT and all contacts must be arranged through the current relationship group.

I will advise you of any schedule changes as they occur.

Joanne Ponnatz

Dereg/labs. problem as telephone co- own relationships w/NTT must arrange via those relationships

813-367-7837 All Suites Motel St Petersburg FL
813 367-6973 fax
fax letter to Gary Parker.

Denny Wayson

2:30
Tom was awaken to angry

(for NTT)

NTT Visit Information

Date and Time:

Company Name:

Meeting Address:

Contact Person:

Telephone Number:

NTT Accompanied By:

(To be met at hotel at ——) (as applicable)

(Driving Directions Attached)

(Additional Information Attached)

****
*** ACTIVITY REPORT ***
****

TRANSMISSION OK

TX/RX NO.	1881
CONNECTION TEL	13108586663
CONNECTION ID	
START TIME	02/19 08:08
USAGE TIME	00'58
PAGES	2
RESULT	OK

Chemical Bank
Mark Calandra
212 623-3249 212-623-1797.
9:00 Wed.

John McHarg
802-

SA ~~Abrahan~~ at Chem
Ibrahim

496-2484

Pertronetel
had sold KLP not possible
at distributors mtg.

meet with Pertronetel Japan office
Ken Nagasawa Dir Sales.

Mr. Tanabera
Mr. Masuda

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: Y/N
Urgent: Y/N

To: Name: Masao Tanbara Rm #603

Tel./Location: 617-426-2000

Co.: NTT group - Plaza Park Hotel

Page: 1 of 3

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Pomeroy

Subject:

Status as of end of day friday

cc. R. Denais Wayon (INPUT CA)
Mr. Kanemaki (NTT CA)
fax 415-940-1375
phone 415-940-1414

To: Masao Tanbara
From: Joanne Ponnwitz

John McGann will meet you in the lobby monday approximately 10:30 for your first appointment at Boston Technology. You have a DEC meeting at 5:00 on monday.

Other companies:

Picture tel - they are all out of the country for an international distributors meeting. They suggest you call their Tokoyo office to arrange a meeting, Ken Nagasawa is the director of sales there.

Lotus - they can not even examine our requested meeting topics until tuesday morning. They will call me with their decision at that time.

Chemical Bank - Trying to arrange a meeting for wednesday morning, director of planning will try to fit us in his schedule.

Bristol-Myers Squibb - not able to reach coordinator.

In many of these companies, the product marketing people are very happy to talk with us. When they learn that an international company would like to talk to them - they feel that the international part of their firm should be involved in the meeting and they must receive clearance from the Japanese office. This happened with Picturetel and David Sarnoff Labs.

TOPS 7524-CANARY, 7525-WHITE

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: Y / N

To: Name: Mr. Tanabara, Guests Mr. Masuda

Tel./Location: 617-426-~~5300~~ 2000

Co.: NTT Japan

Page: 1 of 2

Fax No: 617-426-5545

File: Chron
Contact
Other:

From: Joanne Pornuntz for Tom O'Flaherty

Subject:

Here is the status of your Boston + New York visits. Please call me if you have any questions.

Joanne Pornuntz

cc Denny Wapon (INPUT CA)
Tom O'Flaherty

NTT visit status 2/18/93

Lotus - Woman who coordinates visit is out today - to persue on friday again

Picturetel - Ron Judd out of the country until mid-March, contacted Public Relations ~~at~~ and admin asst to find another contact for tuesday.

Bristol-Myers Squibb - coordinator is out of office, left voicemail

Chemical Bank - main contact out sick, will call his supervisor if ratin on friday. Coordinator is trying to find a backup person.

Digital Equip. - confirmed for monday 5:00

Boston Technology - confirmed for monday 12:00.

David Sarnoff Labs - Dr. Hershenoff returned my call - very upset that we are trying to talk to them without clearing the visit with their office at NTT Data in Tokoyo. They are already a contractor for NTT and will not spend any time discussing ~~an~~ a new project without the knowledge of this project in the Tokoyo office. Very upset that Tokoyo knew nothing about the visit

product ptg. key ptg to tape
get international when they discuss
involved
then must
get clearance.

Call Denny at 11:00

Chris to call John Landry Lotus

TOPS 7524-CANARY, 7525-WHITE

(6)

NTT Visit Information

Date and Time: Monday, February 22, 1993
12:00 (Lunch)

Company: Boston Technology

Meeting Address: To Follow (Wakefield MA area)
100 Quannapowitt Pkway.
01880

Contact Person: David Olson Olsson
Vice President, Marketing
617-246-4510 fax.

Telephone: (617) 246-9000 Extension 3170

NTT Accompanied By: John McGann, Principal Consultant
(201) 801-0050 Hotel pickup 10:45 am

INPUT Contact: Tom O'Flaherty, Vice President
(201) 801-0050

(Driving directions attached) To follow

Boston Technology

Δ Δ Δ Directions To Boston Technology In Wakefield Δ Δ Δ

Δ Δ Δ From The South Δ Δ Δ
(93 North to 95/128 North)

Take 93 North to Exit # 37A for Route 95/128 North and take the Wakefield - North Avenue Exit # 39. Bear right off the ramp onto North Avenue and take the first left (opposite 128 Mazda/Oldsmobile) onto the main road which leads to the American Mutual Building. Follow the road around to the front of the building. The main lobby is located in the center of the building facing Route 95/128.

Δ Δ Δ From the North Δ Δ Δ
(95/128 South)

Take 95/128 South to the Wakefield - North Avenue Exit # 39. At the end of the ramp make a left onto North Avenue, take the second left (opposite 128 Mazda/Oldsmobile) onto the main road which leads to the American Mutual Building. Follow the road around to the front of the building. The main lobby is located in the center of the building facing Route 95/128.

Δ Δ Δ From Logan Airport Δ Δ Δ
(93 North to 95/128 North)

Leaving Logan airport, take the Summer Tunnel to the Central Artery / 93 North. Follow 93 North to Exit 37A for Route 95/128 North. Take 95/128 North to the Wakefield - North Avenue Exit # 39. Bear right off the ramp onto North Avenue and take the first left (opposite 128 Mazda/Oldsmobile) onto the main road which leads to the American Mutual Building. Follow the road around to the front of the building. The main lobby is located in the center of the building facing Route 95/128.

Short Cut From Logan Airport

From Logan airport take Route 1A North. Follow signs to Route 1/95 North (will say New Hampshire/Maine). Take Route 1 North. In Saugus, 1/4 mile after "Staples" store, take Walnut street, go under bridge and up over Route 1 (West bound). Stay on Walnut Street and bear to right at traffic circle 1/4 mile off Route 1 to Route 128/95. Go under bridge (128/95) and take Route 128/95 South to the Wakefield - North Avenue Exit # 39 (approximately 4-5 exits). At the end of the ramp make a left onto North Avenue, take the second left (opposite 128 Mazda/Oldsmobile) onto the main road which leads to the American Mutual Building. Follow the road around to the front of the building. The main lobby is located in the center of the building facing Route 95/128.

Δ Δ Δ From The West Δ Δ Δ
(Massachusetts Turnpike East to 95/128 North)

Take the "Mass Pike" / Route 90 East to Exit # 14 for Route 95/128 North. Take 95/128 North to the Wakefield - North Avenue Exit # 39. Bear right off the ramp onto North Avenue and take the first left (opposite 128 Mazda/Oldsmobile) onto the main road which leads to the American Mutual Building. Follow the road around to the front of the building. The main lobby is located in the center of the building facing Route 95/128.

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: Y / N

To: Name: David Olsson

Tel./Location: 617-246-9000 x 3170

Co.: Boston Technology

Page: 1 of 4

Fax No: 617-246-4510

File: Chron
Contact
Other:

From: Joanne Pomuntz

Subject:

Mr. Olsson,

Here is the information I promised you this morning.

The NTT group will include Mr. Tanabara and Mr. Masuda.

Thank you for your help.

Joanne

ADM 341/05 1/92

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Fax (201) 801-0441

February 18, 1993

Mr. David Olsson
VP Marketing
Boston Technology
100 Quannapowitt Parkway
Wakefield, MA 01880

Dear Mr. Olsson:

This will confirm the meeting that has been set up between your company and NTT on Monday, February 22 at 12:00. They will be accompanied by John McGann, Principal Consultant, of INPUT on this visit.

Attached is a list of topics of interest to NTT. NTT does not intend to receive any information which you regard as proprietary.

Thank you very much for what we hope will be a mutually beneficial meeting.

Sincerely,

Joanne E. Ponnwitz
Associate Consultant

a:cust5:NT1VISIT

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: Y / N

To: Name: Mr. Kanemaki

Tel./Location: 415-940-1414

Co.: NTT

Page: 1 of 2

Fax No: 415-940-1375

File: Chron
Contact
Other:

From: Joanne Pommerantz for Tom O'Flaherty

Subject: NTT visit status report

Tom asked me to send you a status of the visits scheduled in Boston and New York.

Tom is traveling for the next few days, please call me in the NJ office if you have any questions.

ADM 341/05 1/92

(4)

		Aim For	Confirmed	Area
Fri	am	PictureTel or Lotus		Boston
	pm	Pictretel or Lotus		
Mon	9 am	PictureTel [only] (within ½ hr of Boston Technology)		
	12		Boston Technology (3 hrs)	
	5		DEC [get driver directions]	
Tues	am	PictureTel or Lotus		
	3 pm	NTT leaving for NYC		

(3)

Aim For

Wed	am	Sarnoff (Princeton) [agreed - have to be scheduled]	New York Area
	pm		
Th	am	JP Morgan (NYC) (?)	
	pm	Chemical (NYC) (may need "selling")	
		Bristol Myers Squibb	

02/17/93 22:36 ☎415 961 3966 INPUT →→ NEW JERSEY 003/008

INPUT®

1280 Villa Street, Mountain View, CA 94041 (415) 961-3300
Fax (415) 961-3966

FAX TRANSMITTAL FORM

Date: 2/17

Confidential: Y/N
Urgent: Y/N

To: Name: JP

Tel./Location:

Co.:

Page: 1 of 9

Fax No:

File: Chron
Contact
Other:

From: TR

Subject: Supplement to Rich's Fax

"Full Court Press" Like to have 4 more, need 2 more minimum

Attached sheets show slots open

"Selling Points":

- Summary of INPUT's study on market (users mainly)
- NTT group making decision on technology partnering from "Integrated Communications Systems Headquarters" (NTT wants to do business with U.S. firms
- Even if U.S. vendor already has relationships with other parts of NTT, this is another entree

2

Send out confirmations to
Boston Technology & DEC (attached info)
need faxes

Make up package at end of day for
Fed Ex
John

Torrey will be ~~sending~~ faxing you her write up
as general background. Format attached

Interview Format

Company Name:
Location:
Date of Interview:

Company Personnel Attending
Name:
Title:
Telephone Number:

Key Points of Interview: (narrative)

Interview Handouts (yes/no)

Prepared by?

good -

Could you make changes & send cc to

- Kenemchi
- Tanbaum (at Boston Hotel)

Thanks

Tan

02/17/93 22:36 ☎415 961 3966 INPUT ••• NEW JERSEY 003/008

February 12, 1993

Contact Name
Company Name
Address
City, State Zip

Dear **Salutation** :

This will confirm the meeting that has been set up between your company and NTT on **Day** , **Date** , at **Time** . They will be accompanied by **INPUT name** of INPUT on this visit.

Attached is a list of topics of interest to NTT. NTT does not intend to receive any information which you regard as proprietary.

Thank you very much for what we hope will be a mutually beneficial meeting.

Sincerely,

Joanne E. Ponnwitz
Associate Consultant

a:cust5:NT1VISIT

Feb 16, 1993

Report of Meeting with Masao Tanabam (leader, reads and writes English well; spoken English and comprehension not as good) and Tatsuo Masuda of NTT.

From INPUT: TOF, RDW, TB

Written by TOF

1. Visit Issues

Per NTT instructions we held off on confirming East Cost meetings until after this meeting. They did not appear to understand the implications of this for arranging visits -- luckily I do not think that any serious damage was done [although we may have lost ground at Chemical Bank because of our inability to be definite].

RP to TOF

We need to have "NTT Visit Information" sheets for Boston visits for NTT to pick up at 3pm (PT) at INPUT in Mt. View. Monday appointments with Boston Technology and DEC have to be confirmed; Lotus and PictureTel have to be set for Friday. (Obviously, any confirmed New York appointments should be included.)

Joanne Ponnwitz will handle Friday. John McGann will probably drive down from Vermont to handle Monday (I spoke to him about this after the meeting). In each case, on the initial meeting at their hotels, the INPUT person will be holding a sign with "INPUT" printed on it (like pickups at airports). Their hotels:

Boston Park Plaza Hotel
64 Arlington St
617-426-5304 426-2000
fax 617-423-5545

Marriott Marquis
1535 Broadway (about 45th St.)
212-396-1900
fax 212-704-8930

Note: all phone numbers taken from a compressed fax -- they might not be accurate)

On the first appointment of the morning, we will notify them as to what time they will be met (allowing for travel time to their first meeting) See change in draft

"Visit Guides" ("V" pages were sent to California companies by me after the meeting.) East Coast appointments should be

(by Teanoch

confirmed with the companies by fax, using the form letter. This should be done in coordination with with Rich Peterson.

INPUT accompanists are not expected to be experts, but will probably have to keep the ball rolling conversationally (via the topic guide), due to the NTT visitors' limited English. Accompanists should take notes and, if practical, could also record the meeting if that appears useful.

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: Y / N
Urgent: Y / N

To: Name: Art Smith

Tel./Location: 212-623-3030

Co.: Chemical Bank

Page: 1 of 3

Fax No: 212-509-4399

File: Chron
Contact
Other:

From: Jeanne Porowski

Subject:

Topic Guide for meeting with NYT group.

Please call if you have any questions.

Jeanne

ADM 341/05 1/92

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: (Y) N
Urgent: (Y) N

To: Name: Vonb Annes

Tel./Location: 508-762-5375

Co.: Picturetel

Page: 1 of 3

Fax No: 508-762-5244

File: Chron
Contact
Other:

From: Joanne Pomeranz

Subject: topic guide for NYT visit

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: (Y) / N

To: Name: Jane Lewis Hull
Tel./Location: 609-734-2274
Co.: David Sarnoff Labs
Fax No: 609-734-2992

Page: 1 of 3

File: Chron
Contact
Other:

From: Jeanne Pomeroy
Subject: NTT meeting agenda

Here is the topic list that I spoke of on the phone. Please discuss with Dr. Hershenoff and call me.

Thank you for your assistance.

Jeanne

ADM 341/05 1/92

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FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: (Y) / N
Urgent: (Y) / N

To: Name: Mark Calandrea

Tel./Location: 212-623-3249

Co.: Chemical Bank

Page: 1 of 3

Fax No: 212-623-1797

File: Chron
Contact
Other:

From: Joanne Porrazzo

Subject: Topic Guide for NTT visit

Here is the list of subjects please call me Monday if you have any questions or could fit our group of 3 people in Wednesday morning for 1-1½ hours.

Thank you for your attention.

Joanne Porrazzo

NTT VISIT GUIDE: MAIL AND MESSAGING

Background

- Special interests of NTT
  - Multimedia mail/messaging (for example, voice and E-mail)
  - Messages transformed from one media to another. Examples:
    - E-mail to fax
    - Fax to voice
- Note: No proprietary information is desired
- NTT will provide an overview on
  - Its products and services
  - Situation in Japan

U/N

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/19/93

Confidential: (Y) N
Urgent: (Y) N

To: Name: Nancy Finnerty

Tel./Location: 617-693-8202

Co.: Lotus Development

Page: 1 of 3

Fax No: 617-693-8939

File: Chron
Contact
Other:

From: Joanne Bonnett

Subject: Topic guide for NTT visit

Please call if you have any questions.

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: Y / N

To: Name: Tom O'Flaherty Guest Rm 213

Tel./Location: 310 551 2888

Co.: INPUT

Page: 1 of 2

Fax No: 310-~~551-2888~~ 858-6663

File: Chron
Contact
Other:

From: Joanne Porretto

Subject:

Status report

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1280 Villa Street, Mountain View, CA 94041 (415) 961-3300
Fax (415) 961-3966

FAX TRANSMITTAL FORM

Date: 2/17

Confidential: Y / N
Urgent: (Y) N

To: Name: JP

Tel./Location:

Co.:

Page: 1 of 1

Fax No:

File: Chron
Contact
Other:

From: TM

Subject:

(1) Apologies for sending prior fax 3 times — very sensitive machine — wants to feed multiple sheets at once

(2) Tip on scheduling — you might try 1 round as soon as you get in — catch them before meetings

(3) Send status sheets to Boston hotel by end of day (They don't arrive until 8 pm Thurs)

7

NTT Visit Information

Date and Time: Monday, February 22, 1993
5:00 p.m.

Company: Digital Equipment

Meeting Address: 129 Parker Street
Maynard, MA 01754

Contact Person: David Cedrone, Telecomm. Planning
Pederie ??, Advanced Development

Telephone: (508) 952-3916 508-952-3023 fax

NTT Accompanied By: John McGann, Principal Consultant
(201) 801-0050

INPUT Contact: Tom O'Flaherty, Vice President
(201) 801-0050

(Driving directions attached) To follow – Call to get

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/18/93

Confidential: Y / N
Urgent: (Y) / N

To: Name: David Cedrone

Tel./Location: 508-952-3916

Co.: Digital Equip Corp

Page: 1 of 3

Fax No: 508-952-3023

File: Chron
Contact
Other:

From: [illegible]

Subject:

Confirming your appointment with NTT on monday.

ADM 341/05 1/92

INPUT

Atrium at Glenpointe, 400 Frank W. Burr Blvd., Teaneck, NJ 07666 Tel. (201) 801-0050
Fax (201) 801-0441

February 18, 1993

Mr. David Cedrone
Digital Equipment Corporation
129 Parker Street
Maynard, MA 01754

Via Fax: 508-952-3023

Dear Mr. Cedrone:

This will confirm the meeting that has been set up between your company and NTT on Monday, February 22 at 5:00. They will be accompanied by John McGann, Principal Consultant, of INPUT on this visit.

Attached is a list of topics of interest to NTT. NTT does not intend to receive any information which you regard as proprietary.

Thank you very much for what we hope will be a mutually beneficial meeting.

Sincerely,

Joanne E. Ponnwitz
Associate Consultant

a:cust5:NT1VISIT

Issues

- Current products/services used
  - Description and rationale for products/services now used
  - Types of documents/messages transported
  - Needs that have been identified
  - Applications: Types and size now used; potential applications
  - Hardware/software environment
- Demonstration (if applicable)
- Future requirements
- Barriers to internal acceptance
- Impact on other internal applications/systems
- Assessment of vendor/carrier offerings
- Discussion on similarities and differences in U.S. and Japanese environments

U

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Fax (201) 801-0441

FAX TRANSMITTAL FORM

Date: 2/23/93

Confidential: (Y) N
Urgent: (Y) N

To: Name: Nancy Lang

Tel./Location: 617-693-5494

Co.: Lotus Development Corp.

Page: 1 of 3

Fax No: 617-693-1703

File: Chron
Contact
Other:

From: Jeanne Bonnotte

Subject: visit with NTT

Nancy,

This is to confirm your appointment with Mr. Tanbara, Mr. Masuda of NTT and Mr. John McGann of INPUT this morning at 8:45. Michael Korschenbaum will also be attending the meeting.

I have attached the list of topics that the NTT group would like to address. They do not expect to receive any information that you regard as proprietary.

Thank you for all of your help and have a good meeting.

Sincerely,

Jeanne Bonnotte

ADM 341/05 1/92

NTT VISIT GUIDE: MAIL AND MESSAGING

Background

- Special interests of NTT
  - Multimedia mail/messaging (for example, voice and E-mail)
  - Messages transformed from one media to another. Examples:
    - -- E-mail to fax
    - -- Fax to voice
- Note: No proprietary information is desired
- NTT will provide an overview on
  - Its products and services
  - Situation in Japan

Issues

- Current products/services offered
  - Description and rationale for products/services now offered
  - Types of documents/messages transported
  - Market/customer needs that have been identified
  - Applications: Types and size now used; potential applications
  - Hardware/software environment
- Demonstration (if applicable)
- Market directions and future trends
  - Future requirements
  - Barriers to acceptance
- Impact on other products/services offered by vendor/carrier
- Competition; alliances
- Discussion on similarities and differences in U.S. and Japanese markets

and the NTT confirmation letter with attach.
to:

David Olsson
VP, Marketing

100 Quannapowitt Parkway.
Wakefield, MA 01880.

Monday Feb 22, 1993 12:00.

accompanied by John Mc Gann, Principal Consultant.

we will fax this when ready.

JP - I think you're out of the loop, direct but you might touch base w/ Rick Tom

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Fax (201) 801-0441

Tom

FAX TRANSMITTAL FORM

Date: Feb 14

Confidential: Y / N
Urgent: Y / N

To: Name: Rick P

Tel./Location:

Co.:

Page: 1 of ____

Fax No: 746 0425

File: Chron
Contact
Other:

From: TOP

Subject: NTT Visit - cc JP JB

Happy Valentines Day!

On Monday please fax a status report on the Wednesday interviews (hopefully "NTT Visit Information" forms for each visit) to

Mr Masao Tanabera
NTT San Francisco
c/o ANA Hotel x Fax 415-543-8268
(tel 415-974-6400)

(The Cal. office of NTT is closed Monday)

Even if for some reason there is no movement, send them a status rpt Monday. You can

Send Tuesday's harvest to me at INPUT's Mt View office (fax - 415 - 961 3966)

They are still hot for Boston Technology, even though I told them it looked doubtful

On the "accompanied by" box, put

- Naobumi Kanemaki (NTT) for Cal visits
- Joanne Pannwitz for Boston (2/19)
- John McGann for visits the week of Feb 22

If you want either Joanne or Teaneck to do any of the forms, let them know; otherwise, just send them info copies)

Thanks

Tom

Issues

- Current products/services used
  - Description and rationale for products/services now used
  - Types of documents/messages transported
  - Needs that have been identified
  - Applications: Types and size now used; potential applications
  - Hardware/software environment
- Demonstration (if applicable)
- Future requirements
- Barriers to internal acceptance
- Impact on other internal applications/systems
- Assessment of vendor/carrier offerings
- Discussion on similarities and differences in U.S. and Japanese environments

IMPACT Research, Inc.
INFORMATION SERVICES CONSULTING

RICHARD L. PETERSON, Ph.D.
President

March 19, 1993

Mr. Tom O'Flaherty
Vice President
INPUT
Atrium at Glenpointe
400 Frank W. Burr Bulevard
Teaneck, NJ 07666

***** INVOICE *****

FOR: Professional Fee:

Revisions/follow-up interviews on user report ..... $ 800.00

TOTAL: ..... $ 800.00

Thank you!

Joann P. 801-0441

Federal ID: 22-2878-130

37 Fairview Place • P.O. Box 43275 • Upper Montclair, NJ 07043

IMPACT Research, Inc.
INFORMATION SERVICES CONSULTING

RICHARD L. PETERSON, Ph.D.
President

March 19, 1993

Mr. Tom O'Flaherty
Vice President
INPUT
Atrium at Glenpointe
400 Frank W. Burr Bulevard
Teaneck, NJ 07666

***** INVOICE *****

FOR: Professional Fee:

Revisions/follow-up interviews on user report ..... $ 800.00

TOTAL: ..... **$ 800.00**

Thank you!

Federal ID: 22-2878-130

YNI
ok pe
3/30/93

37 Fairview Place • P.O. Box 43275 • Upper Montclair, NJ 07043
Voice: (201) 746-4720 • Fax: (201) 746-0425